

EDINBURGH

SCULPTURE

WORKSHOP

#### Cancellations

If you are unable to attend a course, please inform us as soon as possible as we often have a waiting list for courses.

#### Refunds

A refund will be issued if we receive notice of cancellation of a course booking at least 7 days prior to the course start date.

Please note in this case there is a cancellation fee of 10% retained by Edinburgh Sculpture Workshop. No refunds will be issued if a booking is cancelled after 7 days however in the event that we are able to fill your place, we will issue a refund less the 10% cancellation charge. A refund may be made in the event of the participant making a reasonable complaint as to the standard of the course. No more than 50% of the overall cost of the course shall be refunded in this case.

Edinburgh Sculpture Workshop may have to cancel courses, in such cases we will endeavour to contact you a minimum of seven days before your class is due to begin, place you on another course if convenient, or offer you a full refund.

Edinburgh Sculpture Workshop will not be liable for any other costs incurred or lost through the cancellation of the course.

#### Non-attendance

If for some reason you're unable to attend a course on a certain date please do inform us as soon as possible. This will help the tutor to try and accommodate what you have missed in any subsequent sessions. We are unable to provide additional classes or alternate dates for the participant to attend but we do provide session vouchers which enable you to work at ESW in your own time.

#### Substitution

Edinburgh Sculpture Workshop has the right to substitute the advertised tutors.

#### Non-transferable

Bookings for courses are non-transferable. You must attend the given course on the correct dates and at the stated times.

#### Complaints

Any dissatisfaction with any aspect of the course can be addressed to Debi Banerjee, Edinburgh Sculpture Workshop, 21 Hawthornvale, Edinburgh, EH6 4JT or sent to [learning@edinburghsculpture.org](mailto:learning@edinburghsculpture.org)